

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2020

Docket No. ACR2020

REVISED RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
QUESTION 18 OF CHAIRMAN'S INFORMATION REQUEST NO. 6 -- ERRATA

Attached is a revised response to the above-listed question of Chairman's Information Request No. 6, issued on January 28, 2021. The original answer was filed on February 4. The revisions arise from belated recognition of a version control problem of the type that occurs when there are multiple inputs to multiple questions coming from multiple sources. Revisions are found in the first paragraph of the response, while the second paragraph is unchanged.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Nabeel R. Cheema.
Chief Counsel, Pricing & Product Support

Eric P. Koetting

475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-1137
(202) 277-6333
eric.p.koetting@usps.gov
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**RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO CHAIRMAN'S INFORMATION REQUEST NO. 6**

- 18.** The Postal Service asserts that Last Mile Impact ("LMI") for each geographic area improved in FY 2020 compared to FY 2019 for First-Class Mail.⁴ Please explain how each of the seven geographic areas was able to improve its LMI for First-Class Mail from FY 2019 to FY 2020. In the response, please identify all key metric(s) used to monitor and remediate Last Mile problems in near-real-time.

RESPONSE:

Many factors contributed to the relative improvement in Last Mile Impact ("LMI") in the Areas. The Postal Service provided Service Performance Measurement (SPM) training through Informed Visibility (IV). Standard Work Instructions (SWI) were posted and maintained in all retail and delivery units. Real time data visualization tools are available at all management levels through Informed Visibility dashboards to identify opportunities.

Mail processing and delivery operations personnel conducted service performance reviews in early FY 2020, which were later paused due to COVID-19. These reviews include assessment of tasks and procedures that should be performed daily in order to reduce service impacts caused by last mile failures. Ongoing dialog among processing operations, transportation and delivery will continue in order reduce the number of last mile failures.

⁴ Library Reference USPS-FY20-29, files "CapMetro PRC FY 20 Svc Perf Report.pdf," at 4; "Eastern PRC FY 20 Svc Perf Report.pdf," at 3; "Great Lakes PRC FY 20 Svc Perf Report.pdf," at 2; "Northeast PRC FY 20 Svc Perf Report.pdf," at 4; "Southern PRC FY 20 Svc Perf Report.pdf," at 2; "Western PRC FY 20 Svc Perf Report.pdf," at 3; "Pacific PRC FY 20 Svc Perf Report.pdf," at 2.